# School Based Programs Registration 2017-18



City of Raleigh Parks, Recreation & Cultural Resources Department

Youth Programs and Recreation Business Office



#### **General Information**

- The City of Raleigh Parks, Recreation and Cultural Resources department provides affordable, quality recreation programs
- These programs include:
  - Before School
  - After School
  - Track Out
  - Youth Escape School Days (Y.E.S. Days)
- Programming offered cater to the year-round calendar but we do offer limited programming for traditional and modified calendar
- Programming offered at eight locations throughout the City of Raleigh
  - Wake County Schools
    - East Garner Elementary, East Garner Middle, Harris Creek Elementary, Pleasant Grove Elementary, Riverbend Elementary & Sycamore Creek Elementary
  - City of Raleigh Community Centers
    - Barwell Road Community Center, Brier Creek Community Center, Lake Lynn Community Center & Marsh Creek Community Center

### Registration

- School Based Programs registration will begin on \*\*\*Monday, March 13, 2017 at 5:30am
- Paper registrations <u>will not be available</u> or accepted until walk-in registration
- Registration will open online at: <u>parks.raleighnc.gov</u> then click Register on RecLink
- Spaces are still offered on a first come, first serve basis

### Registration Schedule



Use the information below to determine which day to register your child(ren) based on their program location. Online registration will begin March 13, 2017.

All online registrations open at 5:30am. To register online, you must set up a family account in advance by visiting reclink.raleighnc.gov.

#### Year Round Schools

Program Locations	Track 1	Track 2	Track 3	Track 4
Barwell Road Before School/After School Track Out (Track 4 only)	Friday, March 24	Friday, March 24	Friday, March 24	Friday, March 24
Brier Creek Before School/After School Track Out- All Tracks	Monday, March 13	Tuesday, March 14	Wednesday, March 15	Thursday, March 16
Harriz Creek Before School/After School	Friday, March 17	Friday, March 17	Friday, March 17	Friday, March 17
Lake Lynn Track Out- All Tracks	Monday, March 20	Tuesday, March 21	Wednesday, March 22	Thursday, March 23
March Crook Before School/After School Track Out- All Tracks	Friday, March 17	Friday, March 17	Friday, March 17	Friday, March 17
Sycamore Creek Before School/After School	Monday, March 20	Tuesday, March 21	Wednesday, March 22	Thursday, March 23

#### Traditional Schools

Program Locations	
Barwell Road Before School/After School	Friday, March 24
Pleasant Grove Before School/After School	Friday, March 24
River Bend Refore School/After School	Friday, March 24



#### Walk-In Registration

Walk-in registration will begin March 27, 2017. Program availability may be limited. Registration forms will be available online, at the Recreation Business Office or at any community center beginning

March 27, 2017. All walk-in registration will be processed only at the Recreation Business Office located at 2401 Wade Ave, Raleigh, NC 27607.

Note: Families may choose a payment plan option but the initial deposit is due at the time of registration.

Drop-off address: Recreation Business Office 2401 Wade Ave, Raleigh, NC 27607





# How is this different from previous years?

- You will log in to RecLink on the day that your site and track registration opens (see registration schedule) and enter the program barcode(s) or search for the program(s) you wish to register your child for
- Once you have selected the program(s), you may opt to receive a payment plan
- After completing the custom prompts (registration information) you will then go to checkout
- At checkout you will pay the deposit or full balance for programming and any existing balance
  - This includes current school year and or summer camp
- Once checkout is complete your receipt and payment plan (if applicable) will populate and at time you have the option to print
- If you choose not to print the receipt, you will receive it via email within 24-48 hours of the registration
  - Your payment plan will accompany your receipt if you selected this option





### Program Barcodes

#### School Based Programs Program Selection Guide

This guide will provide you barcode numbers you w School Based Programs via Reclink. For questions o call the Recreation Business Office at <b>919-996-480</b> 0	r more information before you register o
I need to register my child(ren) for the following pro	ograms:
☐ Before School (Go To Section 1)	☐ Friendly Track Out (Go To Section 3)
☐ After School (Go To Section 1)	☐ Y.E.S Days (Go To Section 4)
☐ Track Out (Go To Section 2)	
Section 1–Before School and After School	
Find your child's school below and locate the barco	de numbers you will need to register onl
Barwell Road Elementary School–Continuous Impr	rovement Calendar/Track 4 modified
Program Location–Barwell Road Community Center Before School–Barcode Code #204598	er □ After School–Barcode Code #20584
Brier Creek Elementary School-Year Round Calend	dar
Program Location-Brier Creek Community Center	
Before School	
☐ Track 1-Barcode Code #204599	☐ Track 3–Barcode Code #204601
☐ Track 2-Barcode Code #204600	☐ Track 4–Barcode Code #204602
After School	
☐ Track 1-Barcode Code #205830	☐ Track 3–Barcode Code #205835
☐ Track 2–Barcode Code #205834	☐ Track 4–Barcode Code #205836
East Garner Elementary School–Traditional Calend	lar
Program Location–Barwell Road Community Cente ☐ After School–Barcode Code #205845	er
East Garner Middle School–Traditional Calendar	
Program Location–Barwell Road Community Cente ☐ After School–Barcode Code #205845	er

- Starting on page 14 in the School Programs brochure each program's barcode is listed by location and track number
- Locate the appropriate barcode for your child(ren)'s track and program(s)
- These barcodes will be used to complete your child(ren)'s registration

# How do I set up and or access my RecLink account?

#### **Existing/Returning Clients**

- If you an existing client you already have a RecLink account
- To obtain your Login ID and or Pin you should contact the Recreation Business Office at 919-996-4800 or go to <u>parks.raleighnc.gov</u>, then click Register on RecLink. Click Forgot Login Id/Pin and your login information will be emailed to the email address you have on file
- Be sure to update your account information and or add any new participants to your account prior to March 13<sup>th</sup>

#### **New Clients**

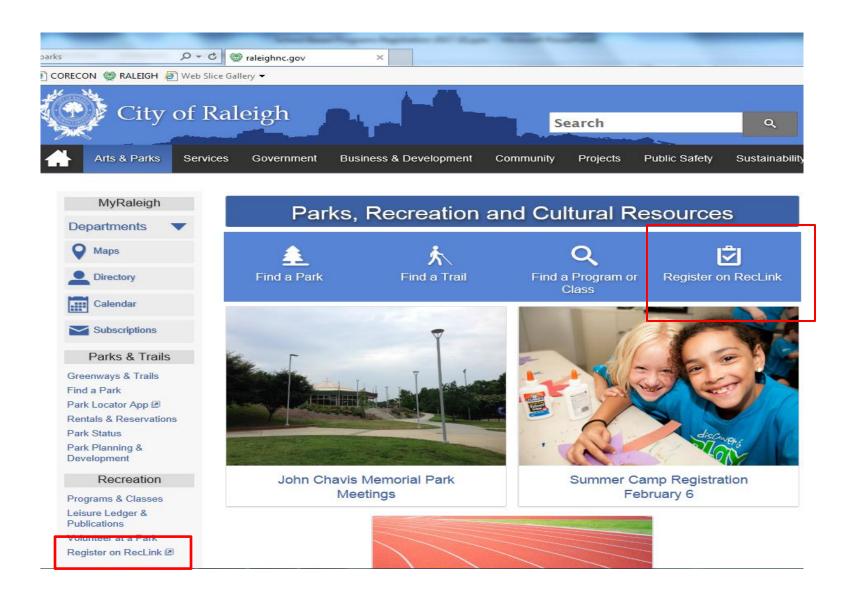
- Go to <u>parks.raleighnc.gov</u> then click Register on RecLink
- Once you create your account, your login information will be emailed to the email address on file
- Please be sure to create your account prior to March 13<sup>th</sup> and login to be sure you have the correct login information
- If you have any questions or concerns please contact RecLink Support at 919.996.2153

### Online Registration Checklist

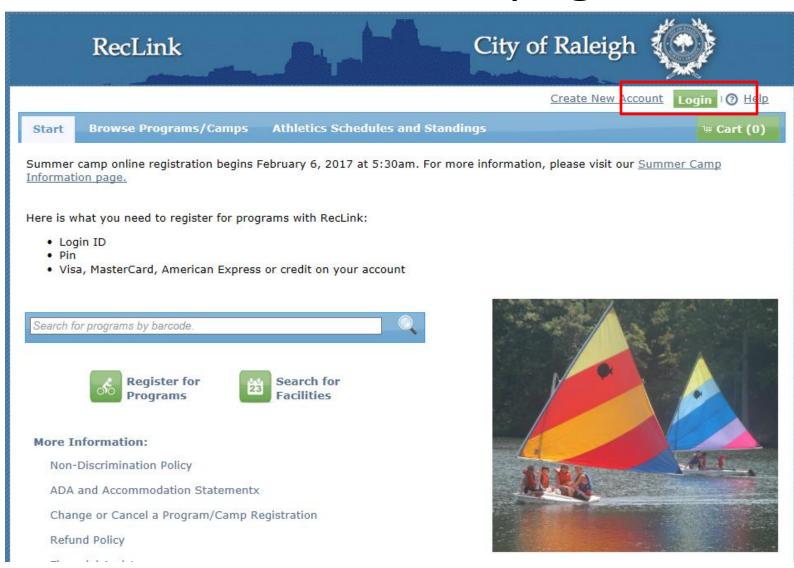
- ✓ Registration Schedule
  - Please make sure you are aware of the date that your location and track becomes available
- ✓ Login/User ID & Pin
- ✓ Program Barcodes
- ✓ Deposit via credit card
  - VISA, AMEX, MasterCard



#### PARKS.RALEIGHNC.GOV



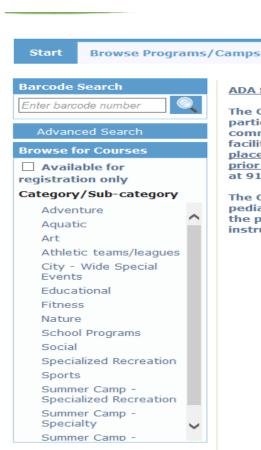
### RecLink Homepage



# Login ID and Pin

	Client Login
90	Enter your Login ID and PIN
re	*Login ID:
	*PIN: Forgot LoginID and/or PIN?
y	Login Don't have an account? Create New Account
Questions?  General program questions 919-996-6640 or Email Summer Camp questions 919-996-4800 or Email RecLink technical support 919-996-2153 or Email	

## I'm Logged In...



#### ADA Statement:

**Facilities** 

The City of Raleigh Parks, Recreation and Cultural Resources Department welcomes the participation of all individuals, including those with disabilities or special needs. We are committed to compliance with the ADA and will provide reasonable accommodations to facilitate participation in our programs. To ensure that reasonable accommodations are in place, program registration or accommodation request should be received at least two weeks prior to the start date of the program. For more information please contact Inclusion Services at 919-996-2147.

Athletics Schedules and Standings

Logged in as Luvenia Williams (LOGOUT) My Account

Help

Cart (0)

The City of Raleigh recommends that parents or guardians consult their participant's pediatrician or health care professional to assess their participant's ability to participate in the program. It is requested that parents or guardians provide in writing any additional instructions for the specific condition or special need of their participant.

# "My Account"

Logged in as Luvenia Williams (LOGOUT) My Account Help **Browse Programs/Camps Athletics Schedules and Standings** Start **Facilities** Cart (0) To make payment on your account, please click on the Make Payment link below. To view your current registrations, please click on the Activities button. To view your account information, please click on the **Details** button. **My Account** Family Member: Current Balance: \$0.00 Future Balance: \$0.00 Make a Payment **Account Details:** Birth date: **Edit Family Member Details** Gender: Email: Email: Address: Address: Phone: Language: Primary: Secondary: Fax: Language: **Edit Family Member Details Activities Change Login ID** Request Schedule Add a Family Member

Enter the barcode associated with the program

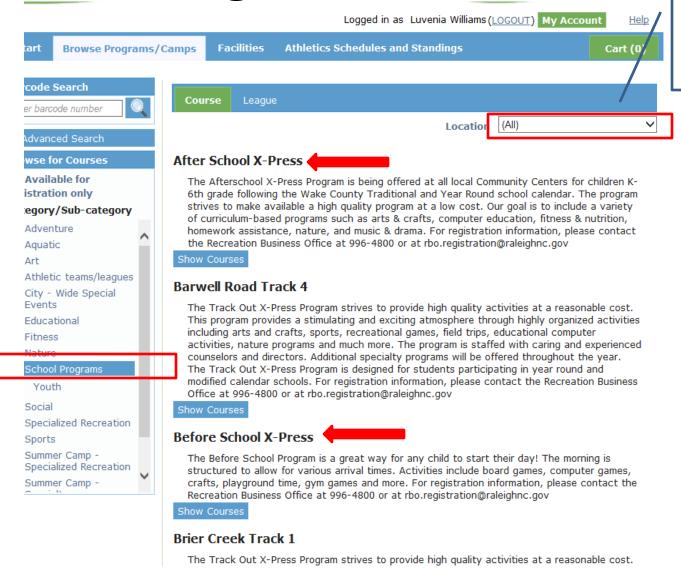
### The Registration Process

Logged in as Luvenia Williams (LOGOUT) My Account Help Start **Facilities Athletics Schedules and Standings** Browse Programs/Camps Cart (0) Barcode Search Course 190298 Location Advanced Search After School X-Press **Browse for Courses** Available for The Afterschool X-Press Program is being offered at all local Community Centers for children Kregistration only 6th grade following the Wake County Traditional and Year Round school calendar. The program strives to make available a high quality program at a low cost. Our goal is to include a variety Category/Sub-category of curriculum-based programs such as arts & crafts, computer education, fitness & nutrition, Adventure homework assistance, nature, and music & drama. For registration information, please contact the Recreation Business Office at 996-4800 or at rbo.registration@raleighnc.gov Aquatic **Show Courses** Athletic teams/leagues Barwell Road Track 4 City - Wide Special Events The Track Out X-Press Program strives to provide high quality activities at a reasonable cost. This program provides a stimulating and exciting atmosphere through highly organized activities Educational including arts and crafts, sports, recreational games, field trips, educational computer Fitness activities, nature programs and much more. The program is staffed with caring and experienced Nature counselors and directors. Additional specialty programs will be offered throughout the year. The Track Out X-Press Program is designed for students participating in year round and modified calendar schools. For registration information, please contact the Recreation Business Youth Office at 996-4800 or at rbo.registration@raleighnc.gov Social Show Courses Specialized Recreation Before School X-Press Sports Summer Camp -The Before School Program is a great way for any child to start their day! The morning is Specialized Recreation structured to allow for various arrival times. Activities include board games, computer games, crafts, playground time, gym games and more. For registration information, please contact the Summer Camp -Recreation Business Office at 996-4800 or at rbo.registration@raleighnc.gov Show Courses Brier Creek Track 1 The Track Out X-Press Program strives to provide high quality activities at a reasonable cost. This program provides a stimulating and exciting atmosphere through highly organized activities including arts and crafts, sports, recreational games, field trips, educational computer

Search by

site or by

program



#### **Course Details**

To add a course to your basket, click on the ADD button.

If the course is full, you can be waitlisted by clicking on the **WAITLIST** button.

**Don't see an 'Add' button for a course you are interested in?** This course is not available for RecLink registration.

**Please note:** If you have not yet logged in, you will be asked for your Client Barcode and Family PIN when you click on ADD or WAITLIST.

Track 4 Mar 27-31 - 190458

Add

Ages: 5 Yrs. to 12 Yrs.

#### Fees:

- Resident \$160.00
- Non Resident \$175.00

#### Description:

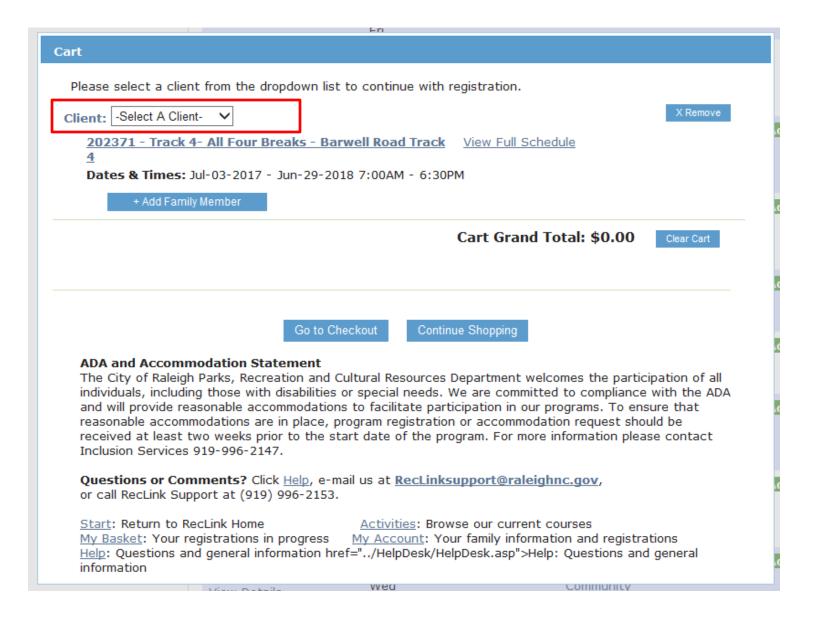
The Track Out X-Press Program strives to provide high quality activities at a reasonable cost. This program provides a stimulating and exciting atmosphere through highly organized activities including arts and crafts, sports, recreational games, field trips, educational computer activities, nature programs and much more. The program is staffed with caring and experienced counselors and directors. Additional specialty programs will be offered throughout the year. The Track Out X-Press Program is designed for students participating in year round and modified calendar schools. For registration information, please contact the Recreation Business Office at 996-4800 or at rbo.registration@raleighnc.gov

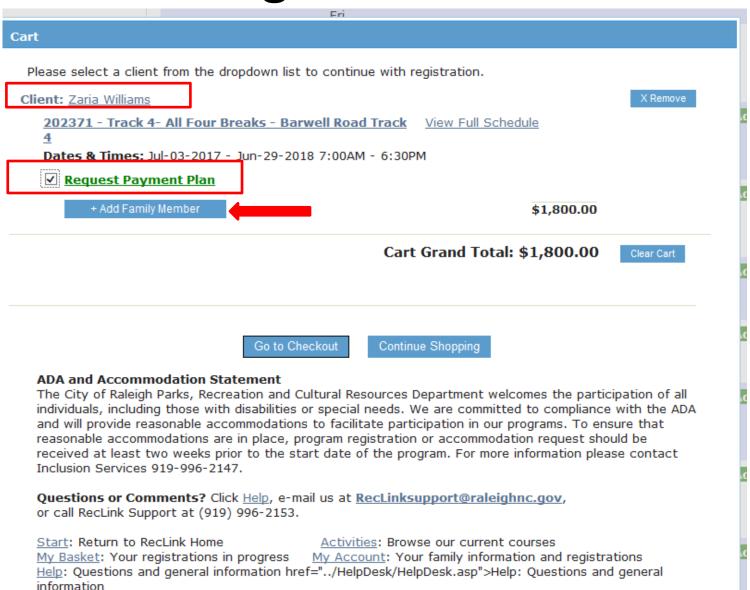
Spots Available: 12

Registration Date: Mar-01-2016 5:30AM

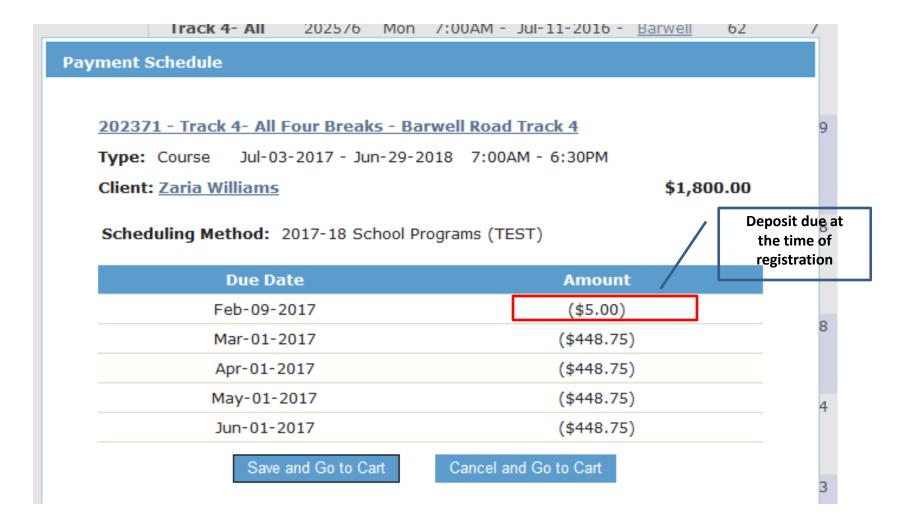
Verify

program and barcode

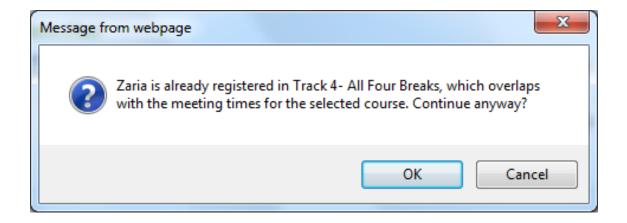




### Payment Plan



# "Error Message"



### **Custom Prompts**

Verify Participant Name, Program and Program Cost

er D

Details

Zaria Williams - 202371 - Track 4- All Four Breaks - Barwell Road Track 4

\$1,800.00

\*Mother/Guardian First & Last Name:

\*Mother/Guardian Home Number:

\*Mother/Guardian Cell Number:

\*Mother/Guardian Work Number:

\*Father/Guardian First & Last Name:

\*Father/Guardian Home Number:

\*Father/Guardian Cell Number:

\*Father/Guardian Work Number:

\*Emergency Contact #1 Name:

\*Emergency Contact #1 Phone Number:

Emergency Contact #2 Name:

Emergency Contact #2 Phone Number:

\*May staff disclose behavioral info to emergency contacts?:

I want PRCR to know these medical conditions for participant:

I want PRCR to know these disabilities for participant:

\*I request ADA accommodation for disability/medical condition:

If you are requesting ADA Accommodations:

\*List any allergies for the participant.:

### **Custom Prompts**

#### \*I request ADA accommodation for disability/medical condition:

If you are requesting ADA Accommodations:

\*List any allergies for the participant.:

\*Are you providing an EPI-Pen for use at the

site?:

\*Do any medications need to be taken during program hours?:

program nours:

\*T-Shirt Size:

\*I authorize PRCR to use photos of participant for

publicity.:

\*Participant Grade Level:

\*Participant School:

\*Authorized Pick-Up #1 Name:

\*Authorized Pick-Up #1 Phone Number:

\*Authorized Pick-Up #2 Name:

\*Authorized Pick-Up #2 Phone Number:

Save and Go to Checkout

Save and Go to Cart

Questions or Comments? Click Help, e-mail us at <a href="mailto:RecLink.support@raleighnc.gov">RecLink.support@raleighnc.gov</a>, or call RecLink Support at (919) 996-2153.

#### Checkout

Logged in as Luvenia Williams (LOGOUT) My Account

Help

Start

**Browse Programs/Camps** 

**Facilities** 

**Athletics Schedules and Standings** 

#### Checkout

Show Details			
Click 'Show Details' button to show Cart details.			
Current Balance: \$0.00			
Charges			
Cart Charge Subtotal Before Tax:		\$1,800.00	
Previous Account Charges:		\$0.00	
Total:		\$1,800.00	
Payments			
Payment from Account:		\$0.00	
Payment from Credit Card:		(\$5.00)	
*Card Type:	American Express 🗸		
*Card Number:			
*Expiration Date:			
Complete Transaction	Cancel & Return to Cart		

#### Questions?

- General program questions 919-996-6640 or Email
- RecLink technical support 919-996-2153 or Email

# Receipts



#### Receipt v7

Printed: 06 Feb 2017 02:07 PM

User: reclink

Luvenia Williams

Receipt #: 2926665 User: reclink

Issued:

Mon 06 Feb 17 08:40 AM

	Amount
	\$0.00
Zaria Williams #202193 : SXC - Camp 2017 - 127	\$45.00
Classes: 5.00 Hours: 52:30 Days: M,Tu,W,Th,F  Starts: Mon 12 Jun 17 07:30 AM - 06:00 PM  Ends: Fri 16 Jun 17 07:30 AM - 06:00 PM  Location: Ralph Campbell Community Center - Multi-Media Room	
	\$45.00
Zaria Williams #202189 : SXC - Camp 2017 - 131	\$45.00
Classes: 5.00 Hours: 52:30 Days: M,Tu,W,Th,F Starts: Mon 10 Jul 17 07:30 AM - 06:00 PM Ends: Fri 14 Jul 17 07:30 AM - 06:00 PM	
Location: Ralph Campbell Community Center - Multi-Media Room	0.45.00
Zaria Williams #202191 : SXC - Camp 2017 - 133	\$45.00 \$45.00
Classes: 5.00 Hours: 52:30 Days: M,Tu,W,Th,F Starts: Mon 24 Jul 17 07:30 AM - 06:00 PM Ends: Fri 28 Jul 17 07:30 AM - 06:00 PM	
	Zaria Williams #202193 : SXC - Camp 2017 - 127  Classes: 5.00 Hours: 52:30 Days: M,Tu,W,Th,F Starts: Mon 12 Jun 17 07:30 AM - 06:00 PM Ends: Fri 16 Jun 17 07:30 AM - 06:00 PM Location: Ralph Campbell Community Center - Multi-Media Room  Zaria Williams #202189 : SXC - Camp 2017 - 131  Classes: 5.00 Hours: 52:30 Days: M,Tu,W,Th,F Starts: Mon 10 Jul 17 07:30 AM - 06:00 PM Ends: Fri 14 Jul 17 07:30 AM - 06:00 PM Location: Ralph Campbell Community Center - Multi-Media Room  Zaria Williams #202191 : SXC - Camp 2017 - 133  Classes: 5.00 Hours: 52:30 Days: M,Tu,W,Th,F Starts: Mon 24 Jul 17 07:30 AM - 06:00 PM

### Payment Plan

#### **Account Payment Plans**

Printed: 27 Mar 2015, 12:53 PM

3,820.00

### Payment due date



#### Payment Plan Schedule

Thank ou for choosing to participate in programs provided by the City of Raleigh Parks Recreations and Cultural Resources Department. Below is the payment plan schedule for your registered activities. Payments are due on the first day of each month and will populate on your account at this time. If your account becomes one payment past due, your account will be frozen. Fallure to clear the delinquency could result in termination of your child/children's participation in our programs. For questions, domments or concerns, please contact the Recreation Business Office at 919-998-4800 or by email at <a href="mailto:thocs.registration@raleighnc.gov">thocs.registration@raleighnc.gov</a>

#### Williams, Luvenia

01 Jul 2017	\$347.27
	\$347.27
01 Aug 2017	\$347.27
01 Sep 2017	\$347.27
01 Oct 2017	•
01 Nov 2017	\$347.27
01 Dec 2017	\$347.27
01 Jan 2018	\$347.27
	\$347.27
01 Feb 2018	\$347.27
01 Mar 2018	\$347.27
01 Apr 2018	\$347.27
01 May 2018	\$347.27
•	

Refund Policy

Grand Total:

All refund requests received in writing 14 days or more in advance of the start date of the program/rental/team placement are entitled to:

- 100% refund/credit/transfer if the department cancels program or facility rental
- 100% credit or transfer of fees to a nother program at time of withdrawal or
- 85% refund based on total cost of program
- 85% credit/transfer/refund of eligible rental fees

Refund/credit/transfer requests received less than 14 days prior to the start date of a program/rental/team placement will not be granted. Refunds for medical reasons requested prior to the start date of a program/rental/team placement will be granted at 100%, sub-ject to verification.

Outdoor facility usage cancelled due to inclement weather may be rescheduled pending space availability.

A credit may be used by any family member on the same registration account.

Non -attendance/non-participation in a program does not entitle a patron to a refund.

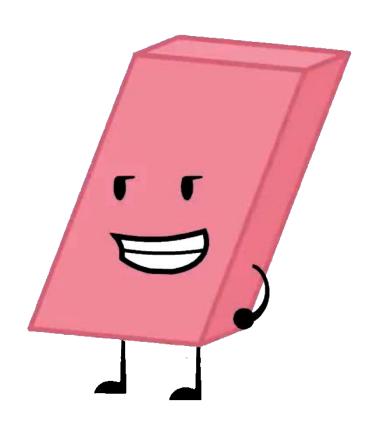
Monthly payment amount

### Withdrawals or Changes to registration

 If you need to make need changes to your programming, custom prompts or account information please send an email to:

rbo.registration@raleighnc.gov

If you wish to withdraw from programming, note that you must send your request to:
 <u>rbo.registration@raleighnc.gov</u>
 at least **two weeks prior** to the participant's last day



### Walk-in Registration

- Walk-in registration will begin on March 27, 2017 @8:30am
  - Note: Online registration will continue until June 30, 2017
- Space may be limited at this time
- Registration forms will become available online and at any community center on March 27<sup>th</sup>.
- All registrations must be submitted by mail or in person to the

Recreation Business Office 2401 Wade Avenue Raleigh, NC 27607



#### Waitlist

- If your child(ren) was placed on the waitlist for any program, you will be notified when and or if space becomes available
  - Acceptance must be submitted in writing, there is no acceptance by phone
  - Acceptance must be submitted no later than the end of the next business day.
    - Once this time has lapsed your child will be removed from the waitlist and the space given to the next participant on the waitlist
  - Deposit is due at the time of acceptance
- Note: Waitlist is computer generated therefore, we are unable to tell you where your child is on the waitlist

#### Financial Assistance

- The City of Raleigh Parks, Recreation and Cultural Resources Department strives to provide programs to all.
- Thanks to generous donations and support, we are able to provide financial assistance to those in need.
- Financial assistance is provided on a sliding scale based on income and other financial circumstances.
- For more information on eligibility or to request the financial assistance application, please call 919-996-4839 or email <u>fee.assistance@raleighnc.gov</u>

### Need Help?

registration, your account, account balance, payments, availability and or to make changes to your programming please contact the Recreation Business Office at 919-996-4800 or email:

rbo.registration@raleighnc.gov

 For questions regarding programming please contact the Youth Programs department at 919-996-6165 or email: youth.programs@raleighnc.gov

 For technical support with RecLink please contact RecLink Support at 919.996.2153

# WE'RE HERE TO HELP

# Questions?

